

Blackboard Help

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Collaborate Ultra Known Issues - Aug 2015

All known issues are considered for fixing in subsequent releases and are prioritized based on prevalence, impact, and efficacy of workaround.

To learn more, see [Collaborate on Behind the Blackboard](#) (available in English only). Click *Knowledge Base* and narrow your results with the *Product* and *Article Category* drop-down lists.

Known Issue	Status
Accessibility Related	

Participants using keyboard navigation in a Firefox® browser do not have the proper focus on items when using the Tab key.

Fixed Application sharing is not currently supported for JAWS in Blackboard Collaborate. Google's Desktop sharing extension is not accessible. If you are using a screen reader, you can share files and a blank whiteboard with your participants. You cannot share an application.

Open Audio and Video Related An image of the text "avatar-x" may appear instead of the default avatar image.

Open Content Sharing Related Participants may very rarely become stuck on the wrong slide of a PowerPoint presentation. Moderators need to return to the slide the participant is stuck on to continue.

Can't Reproduce Display and Function Related Moderators cannot access the menu for the last user on the participant panel.

Open When moderators have selected to allow only moderators to show their profile pictures in a session participants can still add a profile picture. Participant profile pictures that are added are not displayed to others in the session.

Fixed When a file is shared and the chat panel is open the file name is right aligned above the file instead of centered.

Fixed When a participant does not have a microphone, or moderators have not allowed participants to share audio, the button to continue is inactive in the audio set up. Users must click *Skip Audio Test* to continue.

Fixed When a participant is viewing captions and enlarges the text, the last line in the captioner window is not visible.

Open When a moderator on Google Chrome shares their desktop the application sharing flashes.

Open Flash® Related Flash browsers will disconnect and reconnect every 8-9 seconds if the user selects deny on the Adobe Flash Player settings dialog box.

Open If users with Flash browsers click the main video when not in follow mode any content shared may appear in the picture-in-picture area. Click again to show the content in the correct area.

Open

Users on Windows 10 using the Microsoft Edge browser will see an error that Flash is not installed, if they have not enabled Flash. Flash must be enabled on the Microsoft Edge browser. To enable Flash, see the [Flash Player Issues for Windows 10 Microsoft Edge article](#).

Fixed Internet Explorer® (IE) Related When captioners change the title of their text entry field, users on IE 10 do not see the title name change.

Open Localization Related Live closed captioning does not support Japanese, Simplified Chinese, Traditional Chinese, and Korean. Users with browsers set to these languages receive an error when they start.

Open Users with Chrome browsers set to Japanese, Simplified Chinese, and Tradition Chinese see incomplete time stamps in notifications.

Open Users with their browsers set to Polish see the English abbreviation for closed captioning beside captioners in the *Participant* panel.

Closed The raise hand icon is available in English only at this time.

Open Users with browsers set to languages other than English will see English text for some video and audio device selections. The device list is provided by the operating system, not Collaborate.

Resolved Recording Related Desktop MP4 recordings only include the first of the four available caption tracks, if captions were entered during the live session.

Open The first 10 to 15 seconds after a moderator starts sharing a blank whiteboard or file are not included in the recording, if the session is being recorded.

Open The initial loading time of recordings appears to be taking too long.

Closed Recordings are corrupted for some Mac/Window users when application sharing or the whiteboard are shown in the recording. To learn more, see [the article on Behind the Blackboard](#). Closed - Pending an Adobe Fix Safari® Related Safari browsers with VoiceOver active, read "New Chat Message:" when another user types chat message with only an emoji. VoiceOver does not read the emoji.

Open Blackboard 9.1 October 2014 and Learn SaaS Integration Related The Collaborate building block is missing translations when the Blackboard Learn instance language pack has been set to a language other than English. To learn more, see the [article on Behind the Blackboard](#) (available in English only).

Open

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